

Figure 4-4-1. Sample Element Performance Inspection (EPI) Data Collection Tool.

Element 3.1.1: Passenger Handling

Purpose of this Element (Air Carrier's responsibility): To provide a safe environment during passenger boarding.

Objective (FAA responsibility): To determine if the Air Carrier adheres to its procedures and controls for Passenger Handling.

Specific Instructions for this EPI:

To accomplish this EPI, the ASI will observe the overall screening and boarding process of passengers in the ticketing area, gate area, jetway, ramp, and aircraft. Be cognizant of required placards and if sufficient company personnel are present to ensure safe movement of passengers throughout boarding.

Task 4. Appropriate personnel are agents, ground services, flight attendants, etc.

There may be occasional circumstances that it is not possible to observe an event listed on this EPI. The intention of **Question 1.1**, and other similarly worded questions, is an answer of "Yes" would indicate positive compliance, since negative compliance was not observed. If during an inspection activity the inspector doesn't observe the events listed in that question, leave the question unanswered until the last inspection activity. Then if the inspector doesn't observe the event during the last planned activity for the open EPI, answer the question "Yes" because:

If during observation of the embarkation of the flight(s) no passengers were boarded who appeared intoxicated, then positive compliance was observed and the response would be "Yes."

Question 1.2. Example: "Unruly passengers" may present a safety risk.

Question 2. The reference to procedures refers to what the inspector observed during the inspection activity, such as normal passenger handling and/or handling of problem passengers, unaccompanied minors, etc.

Question 3. Examples of Passenger Handling Controls:

- "Notices of dangerous goods requirements were displayed and easily viewed by passengers in locations where the air carrier issues tickets, checks bags and in gate areas;"
- "Passengers having approval to carry weapons were boarded with appropriate documentation in accordance with the Air Carrier's procedures;" or,
- "Notices of firearms in checked baggage requirements were displayed at every point where passengers tendered checked bags for transport."

Related EPIs:

- 3.1.2 Flight Attendant Duties/Cabin Duties
- 3.1.5 Carry-on Baggage Program
- 3.1.6 Exit Seating
- 4.2.6 Training of Station Personnel
- 5.1.5 Station Facilities

3.1.1 Passenger Handling		
<i>To meet this objective, the inspector will accomplish the following tasks (at the inspection location(s) where applicable):</i>		
1. Review the FAA Guidance and Specific Regulatory Requirements (SRR) included in the supplemental information section of this EPI.		
2. Review the associated SAI, with emphasis on the Controls Attribute section.		
3. Review the Passenger Briefing Cards and Manual(s) related to Passenger Handling.		
4. Interview the appropriate personnel.		
5. Observe and assess the results of Passenger Handling.		
6. Review Passenger Handling reports.		
<i>To meet this objective, the inspector will determine and record answers to the following questions:</i>		
1. Were the following performance measures met:		
1.1 <i>No passengers were boarded who appeared to be intoxicated.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
1.2 <i>No passengers were boarded who appeared to present a safety risk.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
1.3 <i>Passenger information cards, specific to the make and model of the aircraft, were available to all passengers.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
1.4 <i>Passengers have approval to carry weapons in accordance with the Air Carrier's procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
1.5 <i>All prisoners were boarded in accordance with the Air Carrier's procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
1.6 <i>All handicapped persons were boarded and provided transportation in accordance with the Air Carrier's procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
1.7 <i>Medical oxygen was provided for passengers in accordance with the Air Carrier's procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
1.8 <i>Passenger disturbances were handled in accordance with the Air Carrier's procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
1.9 <i>Approved child restraint systems were boarded and handled in accordance with the Air Carrier's procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
1.10 <i>No dangerous goods were boarded contrary to the Air Carrier's procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
2. Were the procedures for Passenger Handling followed?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:

3.1.1 Passenger Handling		
3. Were the Passenger Handling controls followed?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
4. Were the Passenger Handling reports completed in accordance with the Air Carrier's procedures?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
5. <Deleted>		